



APPLICATION FOR FINANCIAL HARDSHIP PAYMENT PLAN/ DEFERRAL OF RATES & CHARGES

Rates Assessment No: _____

Property Address: _____

Name or Company name: _____

Postal address: _____

Contact email: _____

Contact phone number: _____

Are you a Tenant or Managing Agent Y/N

(if yes, you must include a written & signed authorization confirming the owner is aware and in agreeance of the arrears & proposed payment plan. Attach to this application)

Balance Outstanding	Payment Amount	Payment Plan Frequency:	Commencement date
\$ _____	\$ _____	☐ Weekly	____/____/____
		☐ Fortnightly	

Deferment ☐ Requested Time frame: _____ Pay in Full date: ____/____/____

Payments can be made using any of the options on your most recently issued Rates Notice

Terms & Conditions

1. Payment Plans will only be considered as approved once confirmed in writing by Hobsons Bay City Council and after three (3) consecutive payments are received.
2. Payments are to commence within one payment frequency cycle of the date being made.
3. Payments are to be made using Council's accepted payment methods. Direct Debit (Flexipay) application can be completed online, using the unique eReference code on your latest rates notice. Please ensure you complete the 'Payment Arrangement' category with the same frequency, amount and commencement date as this form.
4. If payments in excess of the agreed amount are made in a cycle, these will be classified as additional payments and will not be credited to future requirements.
5. Agreements are only made in relation to the outstanding amount as of the date of the agreement confirmation and specified in the agreement details.
6. This agreement will be cancelled if three (3) consecutive scheduled payments are missed, or five (5) payments over the course of this agreement.
7. Council will communicate with you by post, email and/or SMS.
8. Council may refer this agreement to a third party to monitor payments and correspond with the applicant.
9. Any changes to ownership or occupancy of the property will end this agreement.
10. Council reserves the right to review the terms of the agreement at any time. Any changes to this agreement will be communicated with the applicant no less than seven (7) days before being made.
11. Council may apply any other terms or conditions to the agreement by noting these in an acceptance letter to the application.
12. Financial Hardship Payment Plans and Deferrals will be reviewed every 12 months to ensure still eligible.

Acknowledgment

By signing this Application for Payment Plan, you acknowledge having read and understood the terms and conditions governing the agreement between you and Hobsons Bay City Council.

Signature: _____

Date: _____

(If signing for a Company, sign and print full name and capacity for signing, eg. Director)

Completed forms are to be returned to customerservice@hobsonsbay.vic.gov.au

Financial Hardship – Hobsons Bay City Council Financial Hardship Policy & DGS/Ministerial Guidelines relating to Payment of Rates & Charges

Hardship (including financial hardship) can arise from a variety of causes which may include but are not limited to:
(Documentation to provide is suggested under each category)

- employment difficulties, loss of employment of the ratepayer or family member
Separation certificate from last workplace
- medical issues, injury, illness or mental illness of the ratepayer or family member
Letter from treating Doctor, surgeon, hospital, oncologist
- Received the Victorian Government Utility Relief Grant Scheme
Letter of acceptance
- alcohol, gambling, drug or substance use
Supporting documentation from detox/treatment centre
- death of a family member or loved one
Executorship, Probate, Death Certificate
- family violence or economic abuse (including elder abuse)
Court Orders, AVOs, Police Report
- scams or fraud
Letter from your Bank, Police Report
- incarceration
Dept of Corrections documentation
- natural disaster (such as a house fire)
Police/emergency services or property reports from Insurance company

The list above is not limited so please provide appropriate and relevant supporting documentation to support your request